Enclosure 1

TERMINAL SURVEY

PURPOSE:

CRAFT will need a terminal that can serve the needs of document preparation, storage, retrieval, transmission, and reception. For that reason, a preliminary survey was conducted to determine the DO's needs of document preparation.

METHODOLOGY:

A group of 13 secretaries, analysts, managers, and case officers from AF, EUR, SE [   ] were chosen because of **STAT** their extensive experience in originating cables, telepouches, and dispatches in the field and Headquarters. They were asked to evaluate their need of certain features available on various types of terminal systems.

The questions on the survey have four possible answers whose meaning is described as follows:

Mandatory — The respondent could not prepare cables, telepouches, and memos without the feature. The feature would be needed all the time or the person could not do his or her job.

Desirable — The respondent could prepare correspondence without the feature, but having it would make the job easier and would allow the job to be done better or faster.

Unnecessary — The respondent has no need or use for the feature.

Unknown — The respondent does not know if or how the feature might be useful.

After the survey was completed, the secretaries' results were tabulated in one report and the analysts, managers, and case officers' results were tabulated in another report. The reports were compared to determine if there were any conflicting results. The separate reports were then tabulated together in one comprehensive report.

RESULTS:

The comprehensive report, which is attached, needs some explanation. The numbers in the answer columns refer to the number of respondents who chose that answer. The occasional letter notations in the bottom right corner of answer blocks means that over 75% of the respondents agreed on that answer. "S&O" means that over 75% of both groups agreed. "S" means that over 75% of only the secretarial group agreed. "O" means that over 75% of only the officers, analysts and managers agreed. The letter notations in the bottom right corner of the feature description blocks specify the nature of any requirement that may exist for that feature. "M" means that the feature is mandatory. "D" means that it is only desirable. "U" means that it is unnecessary. "?" means either that most of the respondents checked "Unknown" or that no answer has a clear majority.

MANDATORY REQUIREMENTS:

On the basis of the survey, certain mandatory requirements emerged in these categories: Keyboard Features, Keyboard Functions - Operator Aids, Editing Features, Access to Stored Documents and Access to Text in Document. For convenience, those in the first three categories are listed and the last two are described.

Keyboard Features

Standard alphabet characters (upper & lower case)
Standard numbers (0 - 9)
Punctuation marks (comma, period, semi-colon, colon, apostrophe, quotes, question mark, asterisk, hyphen, underline, parentheses)

Keyboard Functions - Operator Aids

Cursor
Cursor controls (up, down, left, right)
Variable tab settings
Back tab
Single & double line spacing
Status indicator
Error indicator

Editing Features

Insert character or group of characters
Insert line or group of lines
Delete character(s), line(s), page(s)
Delete blank line or multiple blank lines.

Access to Stored Documents

This category refers to methods by which an office can retrieve documents from a digital equivalent to their chrono files. The survey respondents require the ability to locate and retrieve their documents by date, subject line, and document number.

Access to Text in Document

This category refers to methods allowing a reader to locate a certain place in a document which was retrieved from digital storage. The survey respondents require the ability to access the text by a page number and by an automatic word(s) search.

CONCLUSION:

A comparison can now be made between these survey results and the results of the ODP terminal survey to determine whether the Agency standard terminal can serve CRAFT's needs. This comparison will not be completed in time for inclusion in this report.

TERMINAL SCREEN FEATURES

	Mandatory	Desirable	Unnecessary	Unknown
Screen Size: 24 lines x 80 characters* (about 1/2 letter size) D	4	5		4
Full letter size** D	2	4	3	4
Enlarged character display option D	3	7	2	1
Scrolling to accommodate page sizes longer than screen size D	1	6	3	3
Light characters on dark background for normal operation D	5	6		2

* The 24 x 80 screen would be large enough to produce 1 cable page since cables are double spaced. Two screens full would be needed to produce 1 letter-size page of single-spaced text (memos). Three screens full would be needed to produce 1 legal-size page of single-spaced text (reports, dispatches). The major advantage to the 24 x 80 screen is its large character size. If this screen is accompanied by the feature that allows scrolling, the formatting problems are eased.

** The full letter size screen permits easy formatting for single spaced text. It does, however, have smaller characters than the 24 x 80 screen. If this screen is accompanied by the feature that allows for an enlarged character display while you are reading and editing, the problems of smaller character size are eliminated.

KEYBOARD FUNCTIONS - OPERATOR AIDS

		Mandatory	Desirable	Unnecessary	Unknown
Cursor (line/column position marker)	M	8 -S-	5		
Cursor types: Underscore	D	6	7		
Blinking	?		1	5	7
Intensification	?		3	2	8
Reversal	?	1	1	1	10
Cursor controls: Up/down/left/right	M	7	6		
1st position on next line	D	1	5	1	6
1st position on 1st line	?		4	1	8
Variable tab settings	M	7 -S-	6		
Back tab	M	9 -S-	2		2
Decimal alignment	?	3	2	4	4
All repeating keys	U		3	7	3
Some repeating keys Identify: Underline	D	3	4	1	5
Variable touch control	D		10 -S-	2	1
Intensity control	D	3	8 -S-	1	1

KEYBOARD FUNCTIONS - OPERATOR AIDS		Mandatory	Desirable	Unnecessary	Unknown
Single/double line spacing	M	11 S&D	2		
Triple line spacing	D	1	5	6	1
More than triple line spacing Specify:	U		1	9 –0–	3
Audio response to key strike	D	1	6	4	2
Automatic left justification	D	2	7	1	3
Automatic right justification	D	1	6	3	3
Automatic hyphenation	U		5	6 –S–	2
Automatic centering	D	1	8	3	1
Status indicator	M	8 –0–	1	2	2
Error indicator	M	6 –0–	5	1	1

EDITING FEATURES		Mandatory	Desirable	Unnecessary	Unknown
Insert character or group of characters	M	10 S&O	2		1
Insert line or group of lines	M	8	5	·	
Insert blank line or multiple blank lines	D	5	5	2	1
Insert page or group of pages	D	6	4	2	1
Delete character(s), line(s), page(s)	M	10 S&O	3		
Delete blank line or multiple blank lines	M	6	5	2	
Change by overstrike	D	5	7		1
Global change *	D	3	6	2	2
Transpose 2 words or groups of words	D	5	4	1	3
Transpose 2 lines or groups of lines	D	4	5	1	3
Transpose 2 pages or groups of pages	D	2	5	3	3
Move word(s) to a new location	D	4	7 —S—	1	1
Move line(s) to a new location	D	4	7 —S—	1	1
Move page(s) to a new location	D	2	8	2	1

* Global change is the ability to use 1 command to change an often-repeated word every time it appears in the text. For example, change "C.I.A. to CIA"; "&" to "and"; "U.S. GOVT" to "United States Government."

EDITING FEATURES		Mandatory	Desirable	Unnecessary	Unknown
Change margins on whole document	D	2	6	4	1
Change margins on whole page	D	2	6	4	1
Change margins on parts of a page	D	1	6	5	1
Merge 2 or more stored documents to create a new document	D	3	6	3	1
Merge parts of 2 or more stored documents to create a new document	D	3	6	3	1
Extract parts of stored documents to incorporate into a document being typed	D	3	9 --S--	1	
Divide document into 2 or more documents	D	1	8	4	
Divide page into 2 or more pages	D	1	8	4	
Divide paragraph into 2 or more paragraphs	D	4	6	3	

ACCESS TO STORED DOCUMENTS

		Mandatory		Desirable	Unnecessary	Unknown
Locate documents by date	M	8	-0-	3	2	
Locate documents by subject	M	10	-0-	3		
Locate documents by originator	D	4		5	3	1
Locate documents by number	M	10	-0-	2		1

ACCESS TO TEXT IN DOCUMENT

		Mandatory	Desirable	Unnecessary	Unknown
Locate by page #	M	6	5		2
Locate by cumulative line #	?	4	3	3	3
Locate by automatic word(s) search	M	7	3	1	2